

AMENDED CLAIMS

[received by the International Bureau on 21 March 2005 (21.03.05);
Claim 29 is replaced by claim 41, Remaining claims unchanged (1 page)]

one or more quotations provided by respective service providers.

37. A computer operating under the control of the computer readable medium of claim 29.

38. A computerised method of enabling a comparison of a performance of a service provider performing a service against at least one performance expectation, said method including:

- 5 (a) setting at least one initial performance expectation in relation to the service;
- (b) receiving a request to amend the initial performance expectation in relation to the service;
- (c) processing the request by either accepting, rejecting or modifying the received request;
- 10 (d) determining at least one current performance expectation in relation to the service on the basis of at least one initial performance expectation and the processed request; and
- (e) comparing the performance of the service provider in relation to service to the least one current performance expectation.

39. A computerised method as claimed in claim 38 in which the initial performance expectation is set on the basis of at least one of the following:

- a default performance expectation
- best practice data
- the actual historical performance of one or more service providers
- a service plan proposed by the service supplier
- 20 one or more quotations provided by respective service providers.

40. A computerised method as claimed in either of claims 38 or 39 to 27 which includes, storing at least one of the following in a historical performance database:

- at least one initial performance expectation;
- a request to amend a performance expectation
- 25 at least one current performance expectation
- actual performance data;
- 41. A computer-readable medium having stored thereon executable instructions for causing a computer to perform a method of any one of the preceding claims 1 to 28 or 38 to 40.